

Conflict Management

Description:

Mary Mayotte and her Senior Associate Eileen Winnick have developed a program with the desired goal of introducing a systematic framework for improving conflict management. Through concepts, assessment and tools we help participants breakdown the conflict management process into a series of critical elements and then explore the 12 Skills needed to prepare, conduct and manage conflict.

Conflict comes about from differences in needs, values, and motivations. Conflict is not a problem in itself-it is what we do with it that counts. Our 1/2 to Full-day programs promote joint problem solving and empower participants' ability to redirect the course of conflict.

Resolving Conflict requires skills.

Objectives:

- Provide a forum where the participants define conflict and develop a systematic framework to use for improving conflict management.
- Draw people closer together as a team who possess a shared approach that enables them to jointly search for fair solutions and balanced needs.
- Discover how to make the powerful shift from the position of adversaries to cooperative partners, one beneficial to each person.
- Increase awareness of the role and the importance of conflict management in our lives and an understanding of common patterns and ways to work through them.
- For the organizational manager, skillful conflict-handling is an important managerial tool. Conflict can be seen as an opportunity to learn more about the workplace-seeing the bottlenecks and inefficiencies and the organization's expertise.
- Realize the value and learning potential of conflict when staff and management no longer react with a "fight" or "flight" response to conflict and opts for "flow", the third way to resolve conflict.
- Give participants the opportunity to assess and improve their skills. Through exercises, role-play and case studies participants develop practical skill building and integrate real examples from the company's culture to discover "hands on" problem solving resolutions to these conflicts.

AGENDA: Full Day

Understanding Conflict

- Discuss that conflict is part of daily work life, and avoiding it is impossible and undesirable.

- Learn how to identify the clues of conflict
- Dialog about the need to develop tools for successful Conflict Resolution and understand your personal response to escalating conflict. Do you fight or take flight?

Identify the 12 Skills needed to deal with conflict

The Win/Win approach

Creative Response

Empathy

Appropriate Assertiveness

Co-operative Power

Managing Emotions

Willingness to Resolve

Handout: Fighting Fair – A Guide

Mapping the Conflict

Define the issues needed to chart common needs and concerns using

Conflict Resolution WordMap®

1. Development of Options-design creative solutions together

2. Show how to use this tool to organize an approach to resolving the conflict

Optional:

Introduction to Negotiation

Introduction to Mediation